



Part Time Waiter / Waitress Job Description at Kingfishers at Cretingham Country Park

Job Title: Part Time Waiter / Waitress

(Friday – Sunday. Occasional bank holiday working may be required)

Job Purpose:

To engage as part of a team to provide a welcoming, enjoyable and uplifting experience for all visitors and staying guests dining or drinking at Kingfishers.

We are looking for a skilled Waiter or Waitress to take orders and deliver food and beverages to our customers.

Waiter/Waitress responsibilities will include greeting and serving customers, providing detailed information on menus, taking the customers' orders, multi-tasking various front-of-the-house duties and collecting the bill. To be a successful Waiter or Waitress, you should be polite with our customers and make sure they enjoy their meals or beverages. You should also be a team player and be able to effectively communicate with staff including our kitchen staff to make sure orders are accurate and delivered promptly.

This position will require the successful applicant to be available for weekend shifts Friday to Sunday. Occasionally, you may be required to work on a bank holiday.

Ultimately, it is the duty of our Waiters/Waitresses to provide an excellent overall dining and drinking experience for our guests and visitors.

Duties:

Waiter/Waitress responsibilities include:

- Providing excellent wait service to ensure satisfaction
- Taking customer orders and delivering food and beverages.

- You will be required to take orders using our point of sale (POS) ordering software, which will link to the tills and kitchen printer. You will be provided training on all software.
- Answering questions about the menu and sharing additional information with restaurant and bar patrons.
- All service is table service and therefore you must be able to ensure that all tables are served in an efficient and timely manner.
- Clear and fully sanitise all tables and chairs after each and every customer.
- During this time of covid guidelines which guide hospitality settings to ensure that guidelines are adhered to by yourself and our patrons including but not limited to the wearing of masks (unless medically exempt), ensuring that all customers have provided NHS Track and Trace details. You will be provided with training as to the guidelines prevailing at the time.

Responsibilities

- Greet and escort customers to their tables
- Present menu and provide detailed information when asked (e.g. about portions, ingredients or potential food allergies)
- Prepare tables for customers including fully sanitising each table and chair/bench between users
- Inform customers about the day's specials
- Offer menu recommendations upon request
- Up-sell additional products when appropriate
- Take accurate food and drinks orders, using a POS ordering software or order slips
- Check customers' IDs to ensure they meet minimum age requirements for consumption of alcoholic beverages
- Communicate order details to the kitchen staff
- Serve food and drink orders
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Arrange table settings and maintain a tidy dining area
- Deliver and collect bill payments
- Carry dirty plates, glasses and silverware to kitchen for cleaning
- Meet with restaurant staff to review daily specials, changes on the menu and service specifications for reservations (e.g. parties)
- Follow all relevant health department regulations including covid-19 guidelines. You will be kept update with all guidelines.
- Provide excellent customer service to guests



Requirements

- Proven work experience as a Waiter or Waitress is desirable
- Experience with till system and ordering information system would be helpful but you will be provided training of our systems
- Basic maths skills
- Attentiveness and patience for customers
- Excellent presentation skills
- Strong organisational and multitasking skills, with the ability to perform well in a busy environment
- Active listening and effective communication skills
- Team spirit
- Flexibility to work in shifts
- Basic and current food hygiene certificate, although not essential.

If you are interested in progressing your application please email your CV and why you would like to work at Kingfishers to <mailto:info@kingfishescretingham.co.uk>